

THE APPOINTMENT LINE

By Michael Tredinnick Ph.D., Supervising Psychologist, ACCESS Center



In response to the expansion of Medi-Cal under the Affordable Care Act, the Los Angeles County Department of Mental Health (LACDMH) has created a new service for local Los Angeles managed care plans and their participating providers. The plans that see Medi-Cal beneficiaries currently include LA Care, HealthNet, Kaiser, Care First, Care More and Molina. Specified plan representatives or the participating primary care providers can now call the Appointment Line at the ACCESS Center, Monday through Friday from 8 am to 5 pm to schedule an appointment for those who need an urgent assessment.

In existence since January 2, 2014, the Appointment Line can only be accessed by the plans providing a screening form that outlines the criteria for being assessed as meeting the urgent need. However, it has been a huge success for both consumers and the managed care plans. Appointments can be made within minutes and clinics are typically seeing clients within 48 hours. One LA Care plan representative summed it up by saying this: "This is such an awesome service. Our members love it!"

Consumers needing immediate assistance as a result of a life threatening crisis or emergency and those requesting clinic referrals for routine assessments should continue to call the ACCESS Center at 800-854-7771.

